

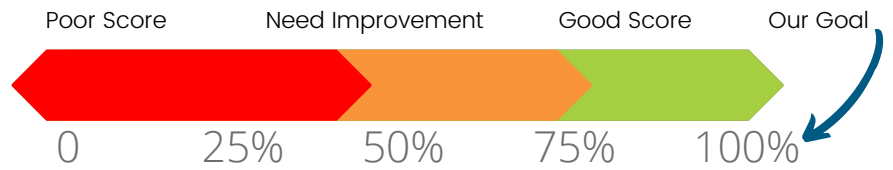
# Customer Survey Results

Q1 Audits: January – March 2020

Number of Audits this Quarter: 106

Number of Surveys Returned: 39

Return Rate: 37%



Our customer satisfaction process consists of dedicated Client Service Managers who regularly follow-up with their clients to get timely feedback, which is then passed back to the audit team. This allows us to continually improve the way we operate and enhance the experience for our clients.

My audit was scheduled well in advanced:

98%

My auditor(s) are very knowledgeable regarding the requirements of the standard(s):

100%

97%

Once my audit was confirmed, TRC did not initiate a change:

97%

It is clear who to contact within TRC for all questions and customer support:

Our audit report was given to us in a reasonable amount of time:

100%

My audit plan was sent with enough time to plan for my audit:

100%

"I am satisfied with the services TRC provides."

100%



The Registrar Company

# Customer Survey Results

Q1 Audits: January – March 2020

Number of Audits this Quarter: 106 | Number of Surveys Returned: 39 | Return Rate: 37%

My auditor(s) are very knowledgeable about our business:

100%

The audit findings will help our business improve as an organization:

100%

97%

My invoice was accurate:

97%

Our certification was sent to us in a reasonable amount of time:

The audit was Value-Added for our organization:

100%

Our travel costs are reasonable:

97%

100%

The content and format of my audit report meets my expectations:

"How likely are you to recommend TRC to your friends or colleagues?"

98%



The Registrar Company

# Customer Survey Results

Q1 Audits: January – March 2020

## *Comments from our Clients*

"Happy to be with a Loyal, Reliable and Honest registrar company that shows pride even dealing with small businesses."

**- HI TECH HEAT TREATING LTD.**

"Our CSM and Auditor are always professional and helpful with questions. A pleasure to work with TRC."

**- Perrone Aerospace**

"My CSM and TRC Auditor are both professional and great."

**- Pinto Manufacturing**

"TRC has been doing an excellent job facilitating our on going ISO audits. Expectations and communication has been clear with a very highly organized planned audit."

**- CALNET**

"Our Auditor was great to work with and look forward to their input always."

**- MACOMB METROLOGY**

"Stage 1 Audit went well and our auditor was easy to work with & made the process less stressful."

**- Lifting Solutions Inc.**

"TRC is a great company to work with and adds value to our Quality System. Our Auditor is a pleasure to work with. They are extremely knowledgeable & fair in their assessment."

**- Ember Industries**

"My audit was successfully planned and I was very pleased with how TRC handles everything."

**- Modern Heat Treat**

"The audit process was clear and well done. All my team was pleased with the performance and interaction with the lead auditor."

**- Nova Steel Woodstock**



The Registrar Company